



November 17, 2008 Ask DDS Day

Below you will find the FAQs from the annual “Ask DDS Day” which was held at the Georgia Public Safety Training Center on November 17, 2008.

Can today’s PowerPoint presentation be posted on the DDS’ website?

Yes. The November 17, 2008 PowerPoint presentation has been posted on the DDS website, www.dds.ga.gov, under “Forms and Manuals”.

As a result of the Regulatory Compliance Division (RCD) realignment, who should we contact regarding questions related to the various programs?

You may contact any one of the following RCD staff members directly for questions related to the Web Initiative (Online Certificate Reporting Application):

Name	E-mail	Telephone	Facsimile
Ealy Barfield	ebarfield@dds.ga.gov	678-413-8827	678-413-8736

You may contact any one of the following RCD staff members directly for questions related to risk reduction, driver training, driver improvement, and ignition interlock devices:

Name	E-mail	Telephone	Facsimile
Nancy Glaze	nglaze@dds.ga.gov	678-413-8732	678-413-8736
Erica Johnson	ejohnson@dds.ga.gov	678-413-8803	678-413-8736
Janice Raiford	jraiford@dds.ga.gov	678-413-8746	678-413-8736
Lynne Swaney	lswaney@dds.ga.gov	678-413-8859	678-413-8736

You may submit rosters to, order certificates of completion from, and inquire about chauffeur permits by contacting any one of the following RCD staff members directly:

Name	E-mail	Telephone	Facsimile
Teresa Galbreath	tgaltbreath@dds.ga.gov	678-413-8474	678-413-8736
Elizabeth Nelson	enelson@dds.ga.gov	678-413-8536	678-413-8736

You may contact any one of the following RCD staff members directly for questions related to the Alcohol and Drug Awareness Program.

Name	E-mail	Telephone	Facsimile
Roy Wilcox	rwilcox@dds.ga.gov	678-413-8747	678-413-8736
Gloria Jackson	gjackson@dds.ga.gov	678-413-8477	678-413-8736



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Listed below is the contact information for the RCD management team:

Name	E-mail	Telephone	Facsimile
Kecia Bivins (HQ Operations)	kbivins@dds.ga.gov	678-413-8685 (O) 678-414-4703 (C)	678-413-8736
Jodie McLeod (Field Operations)	jmcLeod@dds.ga.gov	770-918-5839 (O) 404-909-6295 (C)	678-413-8736
Michael Mitchell Interim Director	mbmitchell@dds.ga.gov	678-413-8413 (O) 678-207-6577 (C)	678-413-8736
Mistie Odum Administrative Asst.	modum@dds.ga.gov	678-413-8745	678-413-8736

You will find on page 6 a map of the new area assignments. On page 7, you will find the names, e-mail addresses, and mobile telephone numbers of all the RCD compliance analysts, including the area to which they are assigned.

What is GAPS?

GAPS (Georgia Applicant Processing System) is a network of locations throughout the state authorized by the Georgia Crime Information Center (GCIC) and Cogent Systems to use LiveScan devices to electronically capture and transmit fingerprints to the GCIC through a secure web-based environment. Criminal history search results, in most cases, will return within 24 to 48 hours following submission of fingerprints, decreasing the overall amount of time it takes for DDS to process your application for certification.

Why is the DDS transitioning to GAPS?

The DDS received notification in early November that, effective January 1, 2009, the GCIC will no longer be accepting inked fingerprint cards for criminal history checks on non-criminal justice applicants. This effects all risk reduction, driver improvement, driver training, and ignition interlock applicants.

My risk reduction program is also an approved GAPS location. Can applicants for risk reduction, driver improvement, driver training, or ignition interlock use my terminal's ORI number?

No. The DDS will provide applicants with the ORI number they must use once they have submitted a completed application. The ORI number the DDS provides ensures that the results of the fingerprint background check are returned directly to the DDS.



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Will the DDS continue to provide LiveScan fingerprinting at their headquarters in Conyers?

Yes. The fee is \$49, which must be paid in advance. However, you must call ahead to one of the following staff members. Walk-ins will be turned away.

Name	Title	E-mail	Telephone
Nancy Glaze	Operations Analyst II	nglaze@dds.ga.gov	678-413-8732
Erica Johnson	Operations Analyst II	ejohnson@dds.ga.gov	678-413-8803
Janice Raiford	Operations Analyst II	jraiford@dds.ga.gov	678-413-8746
Lynne Swaney	Operations Analyst II	lswaney@dds.ga.gov	678-413-8859

Where can I find additional information about GAPS?

Additional information regarding the GAPS process, policies, fees, and print locations can be found at the following website: www.ga.cogentid.com.

Applicants will receive instructions on the fingerprint requirements upon submitting a completed application with DDS.

If an existing program wants to add a service, can the DDS waive some of the application requirements?

Our goal is to eliminate as much duplicity as possible during the application process. Therefore, in instances where an existing program wants to add an additional service, the DDS may be able to waive certain application requirements.

How did the RCD realignment change the way DUI Assessment Fees are processed?

Risk reduction programs are still statutorily required to remit to DDS \$15 for each student assessed by the 10th day of each month.

The assessment roster and assessment fees must be mailed to the following address:

Attention: Accounting
Georgia Department of Driver Services
2206 East View Parkway
Conyers, Georgia 30013

If no assessments were administered during a particular month, programs must document this on official program letterhead and mail to the address above by the 10th day of the following month.

As a result of the RCD realignment, the DDS Accounting Unit will mail late notices on the 15th of each month. Programs will be given until the 1st of the following month to pay



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any outstanding assessment fees. If outstanding assessment fees are not paid in full by the 1st of the following month, the Accounting Unit will notify RCD and an administrative fine will be assessed.

Is the date that prints on the driver training certificate of completion the date that the course is completed or the date that the course is finalized in the web initiative?

The date that is printed on the driver training certificate of completion is the date that the driver training program finalizes the student in the web initiative.

When will Phase 2 of the web initiative go live for risk reduction and driver improvement?

Our goal is to have Phase 2 live as soon as possible; however, the RCD is committed to ensuring that the DDS SAFFEDL (Secure Automated Faster Friendly Easier Driver's License) project is completed and implemented later this year. Therefore, it is difficult to predict at this time when Phase 2 of the web initiative will go live.

How will the risk based auditing process work?

Each program will be audited at least once annually. Deficiencies discovered during the annual audit will be documented and categorized according to severity (risk). Noncompliant programs will be required to submit a corrective action plan to the DDS, which will outline how and when the deficiencies will be corrected. Follow-up audits will be conducted for assurance purposes. Once a program has corrected all deficiencies, they will return to the normal auditing frequency of once annually.

The risk based auditing process is intended to make program audits more objective and data-driven. Simply put, risk based auditing will allow the RCD to focus resources on those programs that are found to be noncompliant.

Is the DDS open to alternative means of continuing education for instructors, such as webinars or conference calls?

The DDS is open to this idea and will explore future possibilities.



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Are there any restrictions as to the number of times a student may be issued a replacement certificate of completion?

Currently, there are no restrictions as to the number of times a student may be issued a replacement certificate of completion.

Did the RCD realignment effect which compliance analyst will be auditing my program?

You will find on page 6 a map of the new area assignments. On page 7, you will find the names, e-mail addresses, and mobile telephone numbers of all the RCD compliance analysts, including the area to which they are assigned.

It should be noted, also, that as a result of the RCD realignment, the following process improvement was made:

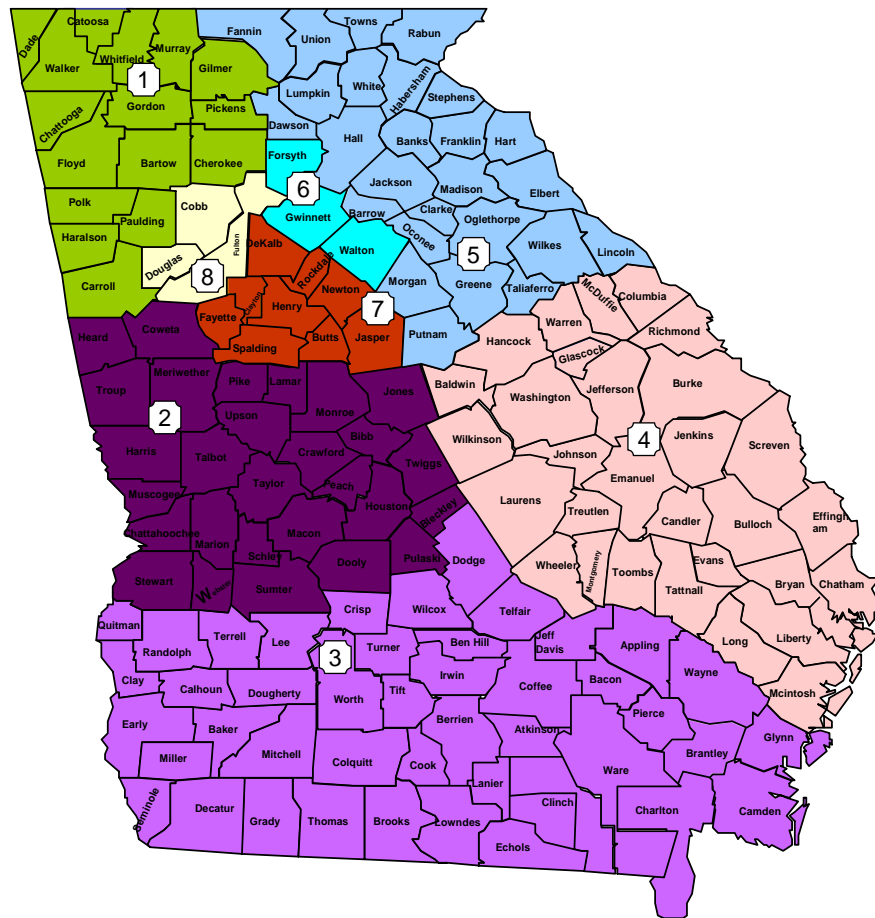
- The Commercial Driver Training program was transferred to the CDL Compliance Unit in the Customer Service, Licensing and Records Division.

Contact: CDL Compliance Unit
Customer Service, Licensing, and Records Division
478-751-4190 (Office)
478-751-4177 (Facsimile)

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RCD Field Operations

Regions





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Compliance Analyst Contact Information

Area	Analyst
1	James Lester jlester@dds.ga.gov Cell: 404 909-6150
2	Will Grimes wgrimes@dds.ga.gov Cell: 678 414-4614
3	Wanda Little wlittle@dds.ga.gov Cell: 404 909-4726
4	Lisa Marks lmarks@dds.ga.gov Cell: 404 909-4484
5	Karen Miller kmiller@dds.ga.gov Cell: 404 909-5242
6	Leah England lengland@dds.ga.gov Cell: 404 909-4635
7	Gloria Cousins gcousins@dds.ga.gov Cell: 404 909-4724
8	Nelda Chatman nchatman@dds.ga.gov Cell: 404 909-4662